

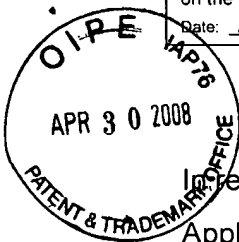
AF
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BRINKS
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GILSON
& LIONE

CERTIFICATE OF MAILING UNDER 37 CFR §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the below date:

Date: April 28, 2008 Name: Vincent J. Gnoffo, Registration No. 44,714 Signature: *Vincent J. Gnoffo*



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventive Appln. of: RILEY, et al.

Appln. No.: 10/029,769

Filed: October 19, 2001

For: METHOD FOR IMPLEMENTING SERVICE
DESK CAPABILITY

Docket No: 10022/178

Examiner: Tan D. Nguyen

Art Unit: 3629

Conf. No.: 4749

TRANSMITTAL

Mail Stop AF
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

Attached is/are:

- ☒ Transmittal Letter (in duplicate); Amendment D (19 pages).
- ☒ Return Receipt Postcard.

Fee Calculation:

- ☐ No additional fee is required.
- ☐ Small Entity.
- ☐ An extension fee in an amount of \$_____ for a _____-month extension of time under 37 CFR § 1.136(a).
- ☐ A petition or processing fee in an amount of \$_____ under 37 CFR § 1.17(_____).
- ☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	OR	Rate	Add'l Fee
Total		Minus			x \$25=			x \$50=	
Indep.		Minus			x 105=			x \$210=	
First Presentation of Multiple Dep. Claim					+\$185=			+\$370=	
					Total	\$		Total	\$

Fee Payment:

- ☐ A check in the amount of \$_____ is enclosed.
- ☐ Payment by credit card in the amount of \$_____ (Form PTO-2038 is attached).
- ☐ Please charge Deposit Account No. 23-1925 in the amount of \$_____ for _____.
A copy of this Transmittal is enclosed for this purpose.
- ☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925. A copy of this Transmittal is enclosed for this purpose.

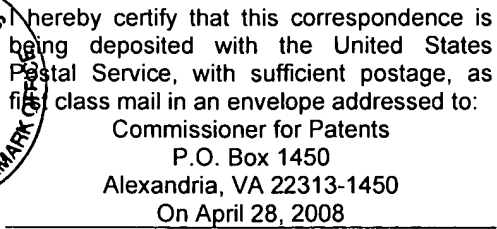
Respectfully submitted,

Vincent J. Gnoffo
Vincent J. Gnoffo (Reg. No. 44,714)

April 28, 2008

Date

BRINKS
HOFFER
GILSON
& LIONE



Vincent J. Gnoffo, Reg. No. 44,714

Name of applicant, assignee or
Registered Representative

Robert J. Hoff

Signature

April 22, 2008

Date of Signature

Signature

Date of Signature

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Riley, et al.

Serial No. 10/029,769

Filing Date: October 19, 2001

For METHOD FOR IMPLEMENTING
SERVICE DESK CAPABILITY

Examiner: Tan D. Nguyen

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Alexandria, VA 22313-1450

In response to the Final Office Action dated February 26, 2008, please enter the following amendments and consider the following remarks.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 15 of this paper.